

Configuring Entourage 2004 Version 11.2.1 for Home Use

Instructions for NASA Headquarters Personnel

Requirements:

1. Microsoft Office 2004 CD from the Software Library
2. A dial-up or broadband connection to the Internet
3. A NASA Email (HEMI) account
4. Mac OS X 10.2.8 or later

Information about Requirements:

- ✓ You must have Entourage 2004 version 11.2.1 installed on your computer. If you do not have Entourage 2004 version 11.2.1, please contact the HELP desk at 358-HELP or service@hq.nasa.gov and request “a Office 2004 CD for home use.” This CD contains Entourage 2004. You will be contacted by the Software Library when your CD is ready for pick up or the CD can be mailed to you.
- ✓ You must be able to connect to the Internet to perform the required setup. If you cannot connect to the Internet, you will need to bring your laptop or computer to a location where you can do so.
- ✓ A NASA email address. If you do not have a NASA email address, your IT POC will be able to make this request for you. If you do not know who your IT POC is, please check here: <http://www.hq.nasa.gov/office/codec/codeci/help/pocs/genpocs.xls>
- ✓ Mac OS X 10.2.8 or later is required for setup.
 - If you do not have Mac OS X 10.2.8 or later, you will need to purchase a copy. The Software Library does not have licenses for, and does not have permission to issue, copies of Operating Systems such as Mac OS X 10.2.8.

Installing Entourage 2004 (and Office 2004)

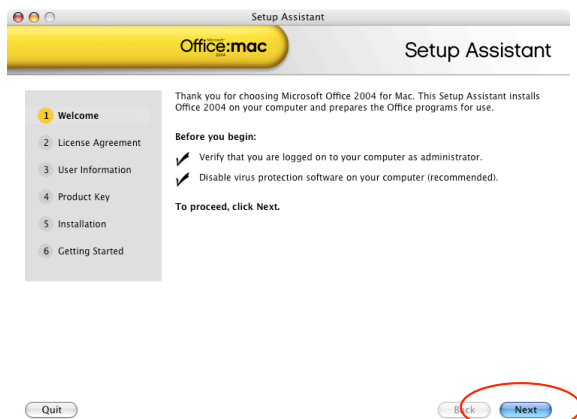
1. Insert the Microsoft Office 2004 Install CD into your computer’s CD-ROM drive. A virus scan will run automatically. You may choose to cancel this scan if you received a copy of the Microsoft Office 2004 CD from the Software Library.
2. Double-click on the CD icon when it appears on the Desktop.



3. Double-click the **Office Setup Assistant** icon in the Microsoft Office 2004 window.



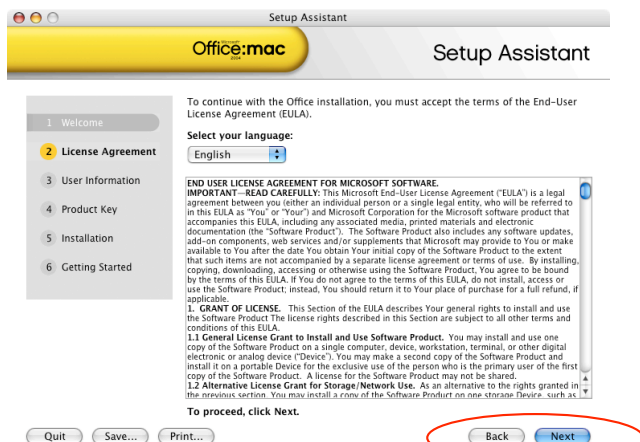
4. Click **Next**



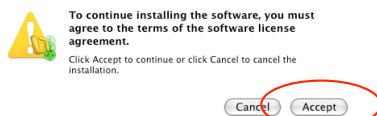
5. Enter an OS X administrator account username and password in the Authenticate window, and click **OK**. An example of an administrator account is the first user account created when you installed OS X or bought your new Macintosh.



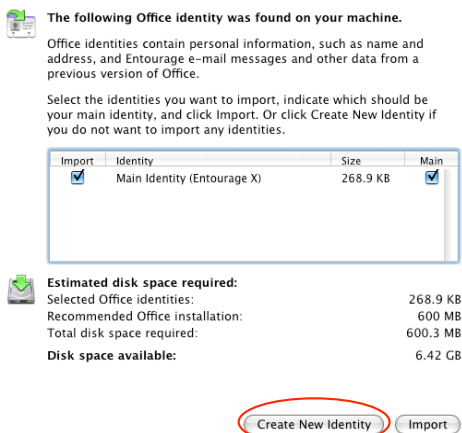
6. Click **Next**



7. Click **Accept** to accept the license agreement.



8. If you see a window like the one shown below, then you have or had Entourage X installed on your computer. Click **Create New Identity**. Otherwise, skip directly to step 9.



9. Type your first and last name in the First/Last Name fields and click **Next**.

The screenshot shows the 'Setup Assistant' window for Office:mac. The left sidebar has six steps: 1. Welcome, 2. License Agreement, 3. User Information (highlighted), 4. Product Key, 5. Installation, and 6. Getting Started. The main area is titled 'Please enter the following information to personalize your copy of Office 2004. This information will be used by all Office 2004 programs.' It contains two tabs: 'Work Information' (selected) and 'Home Information'. Under 'Work Information', there are fields for 'First/Last Name' (with 'First' and 'Last' sub-labels), 'E-Mail Address', 'Phone', 'Company', 'Address', 'City', 'State/Province', 'Zip/Postal Code', and 'Country/Region'. There are two checkboxes: 'This is my primary e-mail' (checked) and 'This is my default address' (checked). At the bottom, there are 'Quit', 'Back', and 'Next' buttons. The 'Next' button is circled in red.

10. Click **Next**.

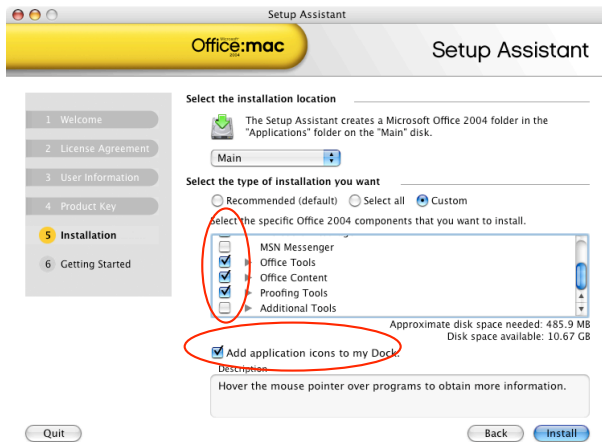
The screenshot shows the 'Setup Assistant' window for Office:mac, now at Step 4: Product Key. The left sidebar highlights 'Product Key' as the current step. The main area is titled 'Product Identification Information' and contains text about the Microsoft product identification number (75868-270-9041464-12927) and instructions on how to find the Product ID later. At the bottom, there are 'Quit', 'Back', and 'Next' buttons. The 'Next' button is circled in red.

11. In the Installation part of the Setup Assistant window, make sure that the following items are selected (**checked**):

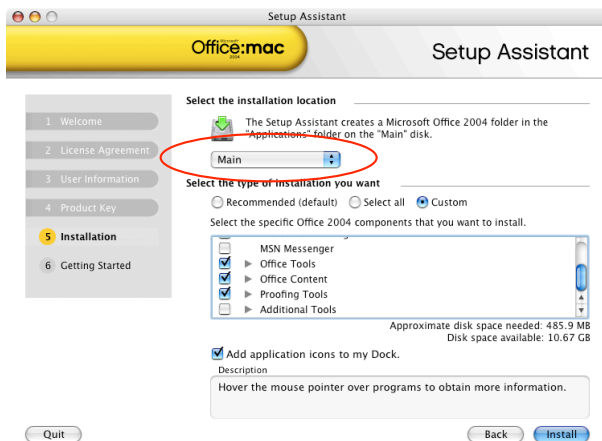
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Entourage
- Office Tools
- Office Content
- Proofing Tools
- Add application icons to my Dock

These items are optional and can be unchecked:

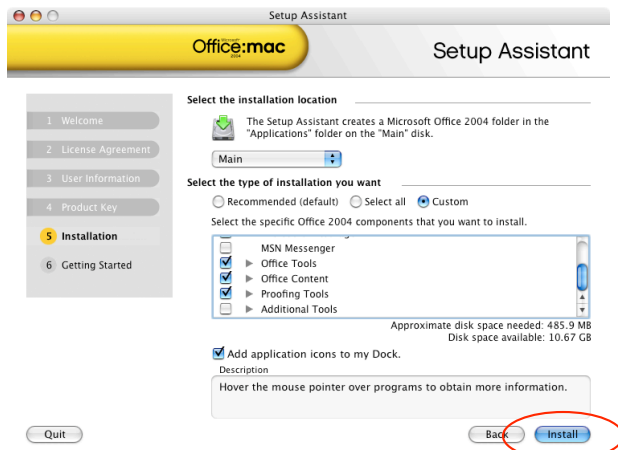
- MSN Messenger
- Additional Tools



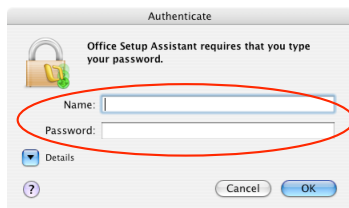
If you have more than one hard disk attached to your Macintosh, select the disk (using the popup menu) where you usually install your applications. Otherwise, leave this selection alone.



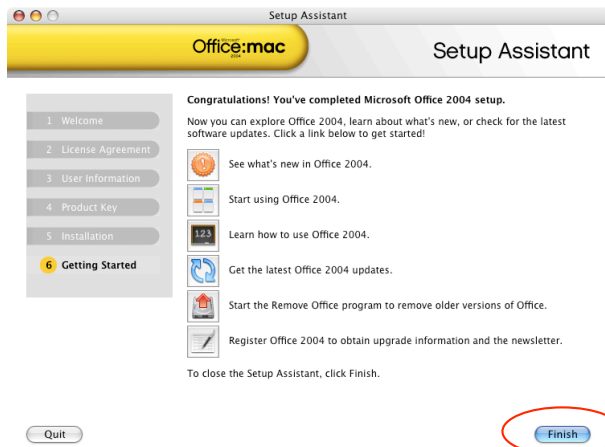
12. Click **Install**.



13. Enter an OS X administrator username and password in the Authenticate window, and click **OK**. Office 2004 will begin to install.



14. Click **Finish**.



15. If either **Office 2004 Test Drive** evaluation copy or **Office X** is installed on your computer, you must remove it before continuing. To remove previous versions of Office, launch the Remove Office application located in /Application/Microsoft Office 2004/Additional Tools/Remove Office.

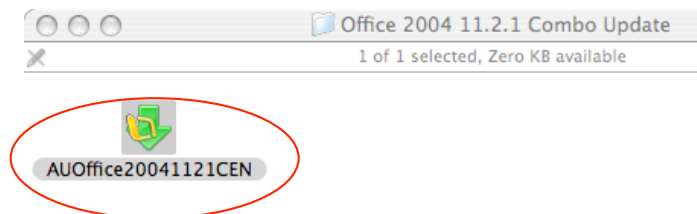
16. Return to the open Microsoft Office 2004 window. If it is not open, double-click the CD icon on the Desktop.



17. If you find an icon of a folder labeled “Office 2004 11.2.1 Combo Update,” double click to open the folder



18. Double click the icon inside labeled “AUOffice20041121CEN” to install the Office 2004 SP Update



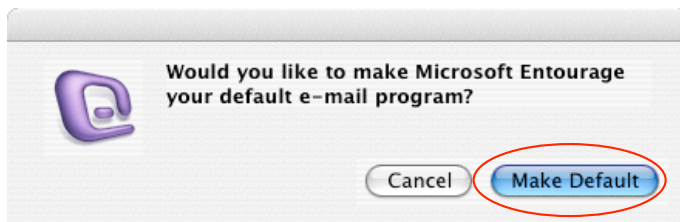
Configuration Instructions

You are now ready to begin configuring Entourage for your HEMI account.

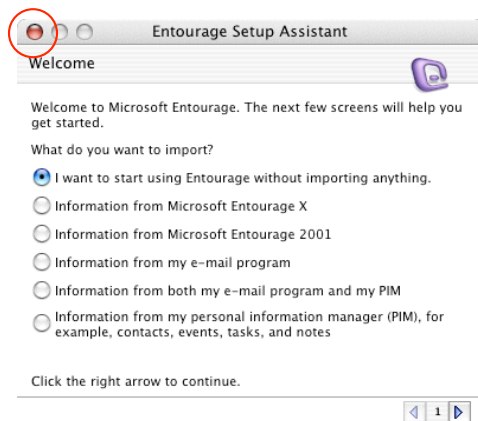
1. Make sure that you're connected to the Internet before continuing. Otherwise, Entourage will fail when attempting to connect to the mail server.
2. Launch Microsoft Entourage by clicking its icon in the Dock. The Entourage application can also be found in /Applications/Microsoft Office 2004.



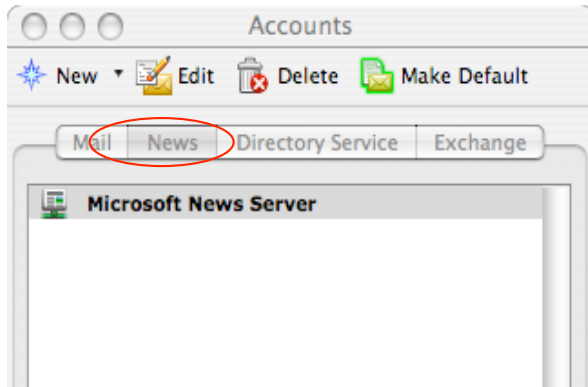
- ★ After some fonts are installed in your Fonts folder, the Entourage Setup Assistant will start. If Entourage opens instead of the Setup Assistant, skip to step 5.
3. When the Entourage Setup Assistant starts, if Entourage is the only e-mail program that you use on your Macintosh, click **Make Default**. Otherwise, it's best to click **Cancel**.



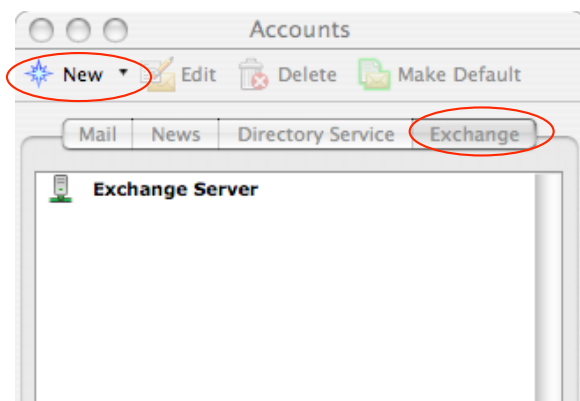
4. Close the Entourage Setup Assistant window by clicking the close (red) button. You will set up your account manually.



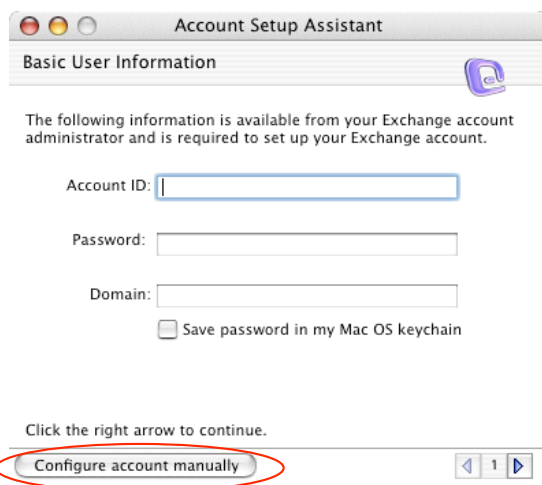
5. On the **Tools** menu, click **Accounts**.
6. Click the **News** tab, then select the **Microsoft News Server**. Click **Delete** in the toolbar. Click **Delete** in the confirmation window.



7. In the Accounts window, click the **Exchange** tab, and then click **New** in the toolbar.



8. Click the **Configure account manually** button.



9. Enter the following information for the Account Settings tab:

Account name: HEMI Server

Personal information

Name: Jane Doe

E-mail address: Jane.Doe-1@nasa.gov

Server information

Account ID: jdoe

Domain: HQ

Password:

☐ Save password in my Mac OS keychain

Exchange server: https://mail01.ndc.nasa.gov

You can also enter Outlook Web Access server addresses, such as http://mail.example.com/exchange, into the Exchange server field. For more information, contact your Exchange server administrator.

☒ This DAV service requires a secure connection (SSL)

☐ Override default DAV port: 443

Cancel OK

Account name: **HEMI Server**

Name: **Your full name**

E-mail address: **Enter the exact same e-mail address as you use for Entourage on your office computer. It should be entered in all lowercase letters, (e.g. joe.user@nasa.gov).**

- ★ Please use OWA or Outlook to search the GAL to confirm your correct e-mail address. Case is important. Most likely, the e-mail address should be all in lowercase. If you get HTTP errors when sending a test message, then the address here is most likely incorrect.

Account ID: **your HEMI userid (same as HQ domain userid)**

Domain: **HQ**

Password: **leave blank for now**

*Do not check **Save password in my Mac OS keychain**.*

Exchange server: **https://mail01.ndc.nasa.gov**

*Check the box labeled **This DAV service requires secure connection (SSL)***

Click the **Advanced** tab.

The screenshot shows the 'Edit Account' dialog box with the 'Advanced' tab selected. The 'Public Folder Settings' section contains the following fields and options:

- Public folders server:** mail01.ndc.nasa.gov/public/
- This server is also used for free/busy information.**
- ☒ **This DAV service requires a secure connection (SSL)**
- ☐ **Override default DAV port:** 443

The **Directory Settings** section contains the following fields and options:

- LDAP server:** ldap.ndc.nasa.gov
- ☐ **This server requires me to log on**
- ☐ **This LDAP server requires a secure connection (SSL)**
- ☐ **Override default LDAP port:** 3268
- Maximum number of results to return:** 1000
- Search base:** ou=people, dc=ndc, dc=nasa, dc=gov

At the bottom right, there are 'Cancel' and 'OK' buttons.

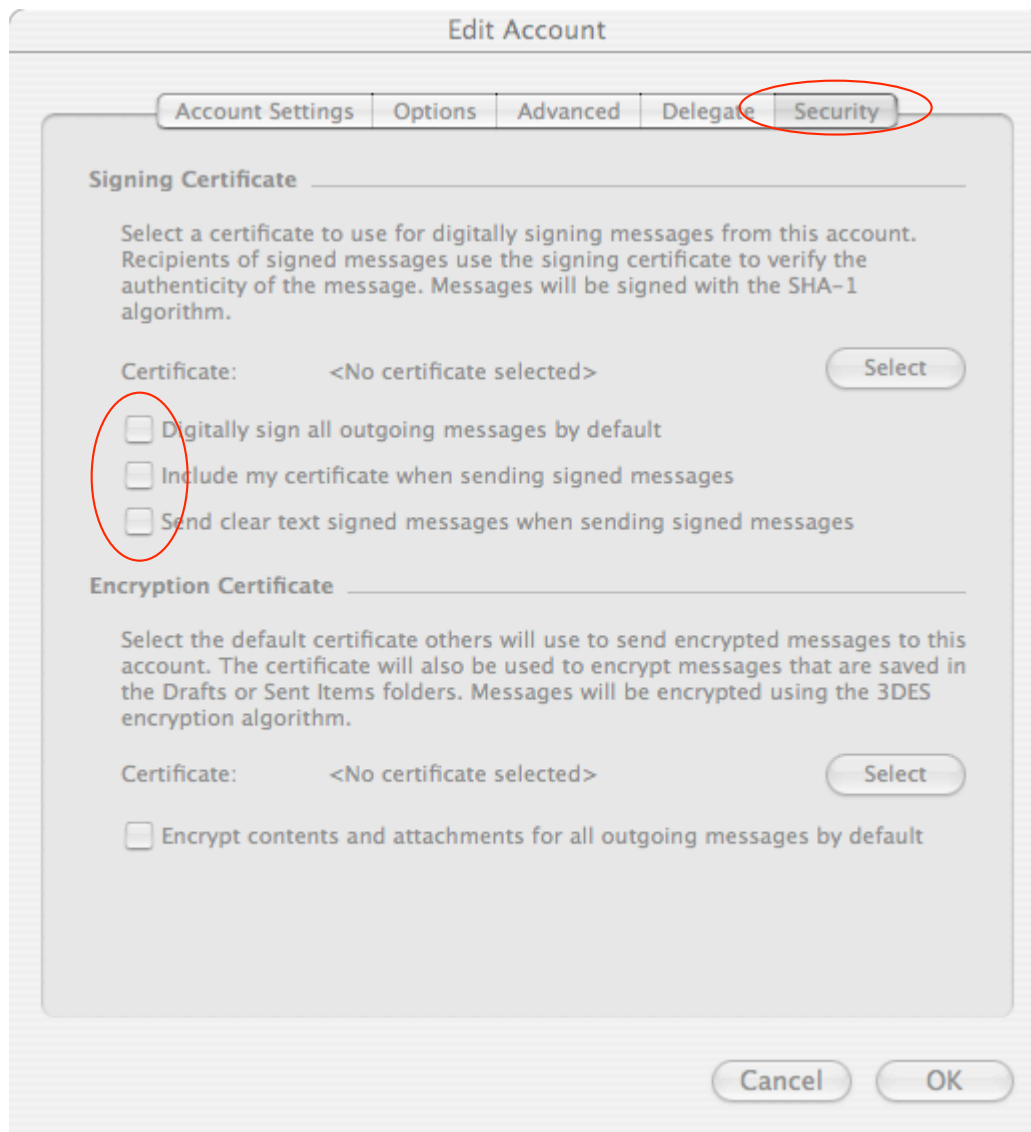
10. Enter the following information for the Advanced tab:

- Enter **mail01.ndc.nasa.gov/public/** in the **Public Folders Server** box.
- Check the box labeled **This DAV service requires secure connection (SSL)**
- Be sure all other boxes are unchecked
- LDAP server: **ldap.ndc.nasa.gov**
- Maximum number of results to return: **1000**
- Search base: **ou=people, dc=ndc, dc=nasa, dc=gov**

★ **Please Note:** there are spaces after each comma in the text string above

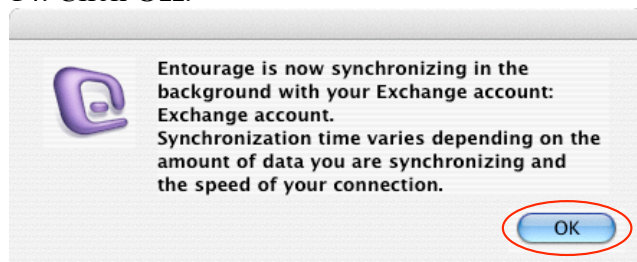
11. Click the **Security** tab.

12. **Uncheck** all Checkboxes.



13. Click **OK** to close the Edit Account window.

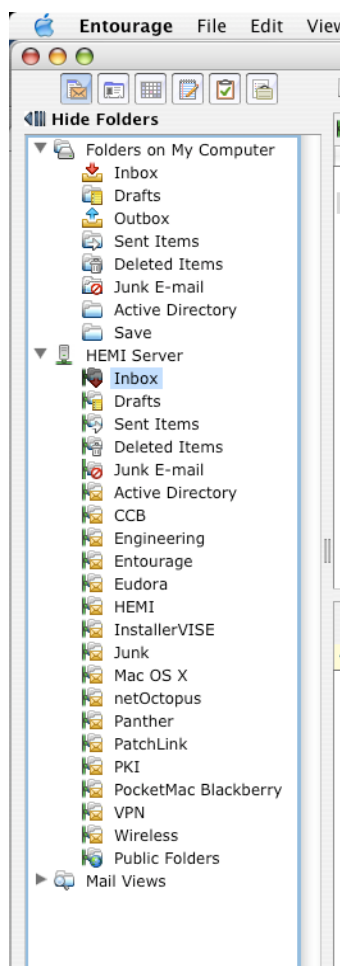
14. Click **OK**.



15. Enter your HEMI password at the prompt and click **OK**.



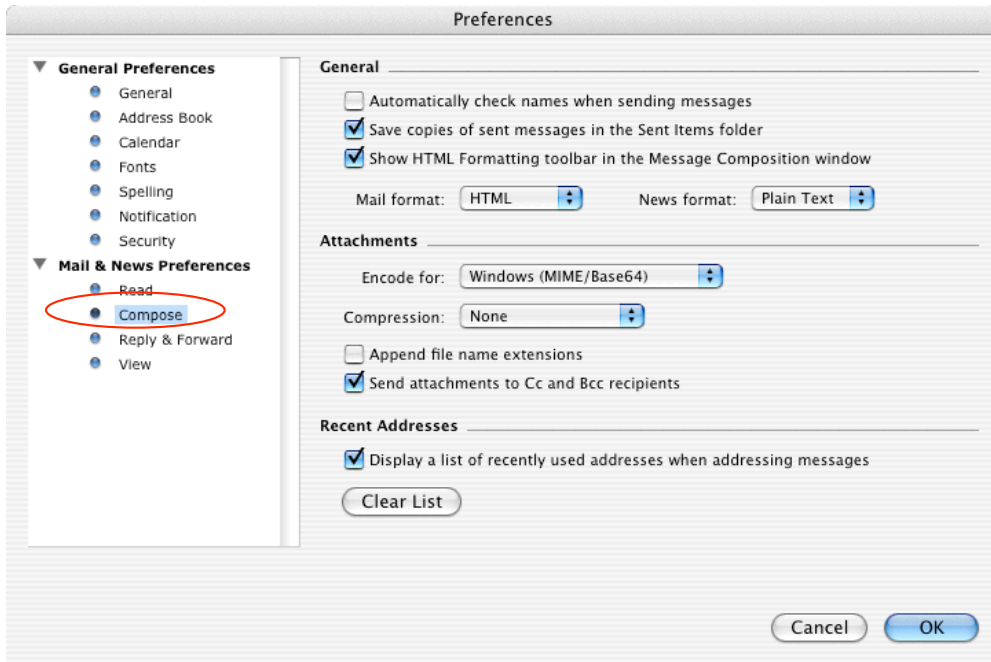
16. Your HEMI mail folders should start to appear in the folder list under HEMI Server, and the (not connected) message, displayed to the right of the HEMI Server icon, should disappear. Your folder names will most likely be different than what is shown below.



17. Send a test message to yourself to confirm that you can both send and receive mail successfully.

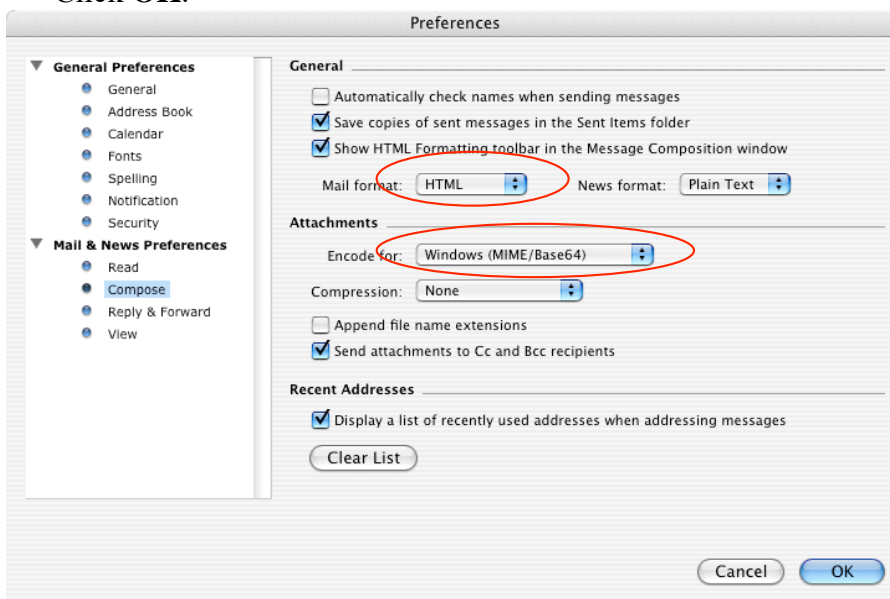
Adjusting Entourage 2004's Settings

1. Select **Preferences** from the **Entourage** menu.
2. In the **Mail & News Preferences** section, click **Compose**.



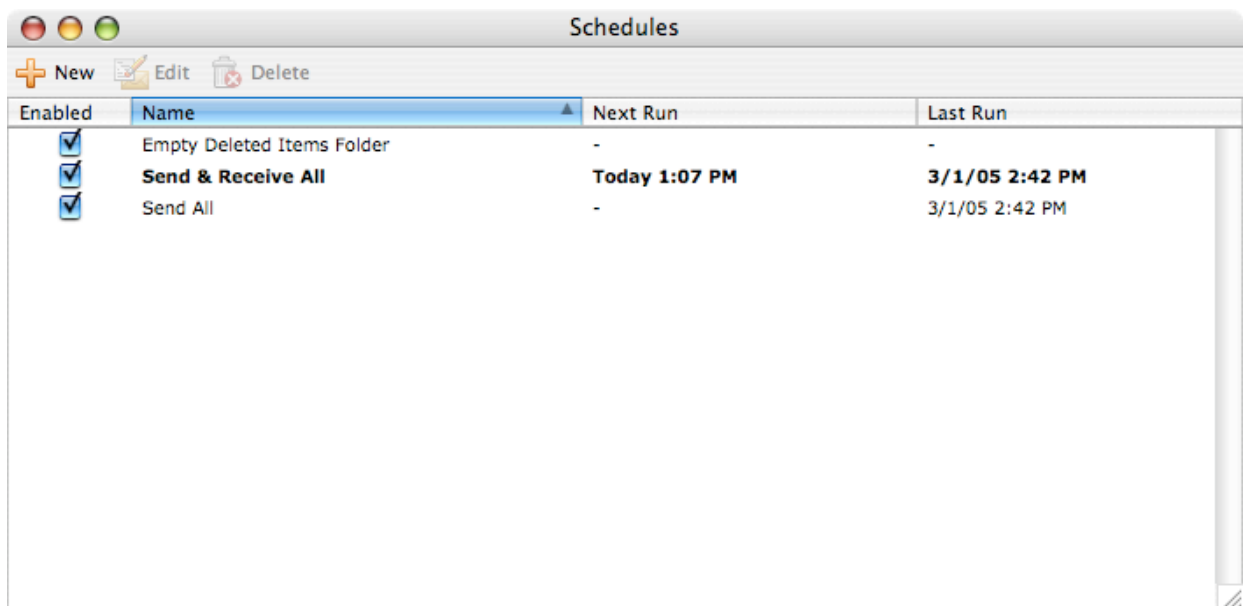
3. Make the following changes to the default preferences:

- Mail format: **HTML**
- Encode for: **Windows (MIME/Base64)**
- Click **OK**.

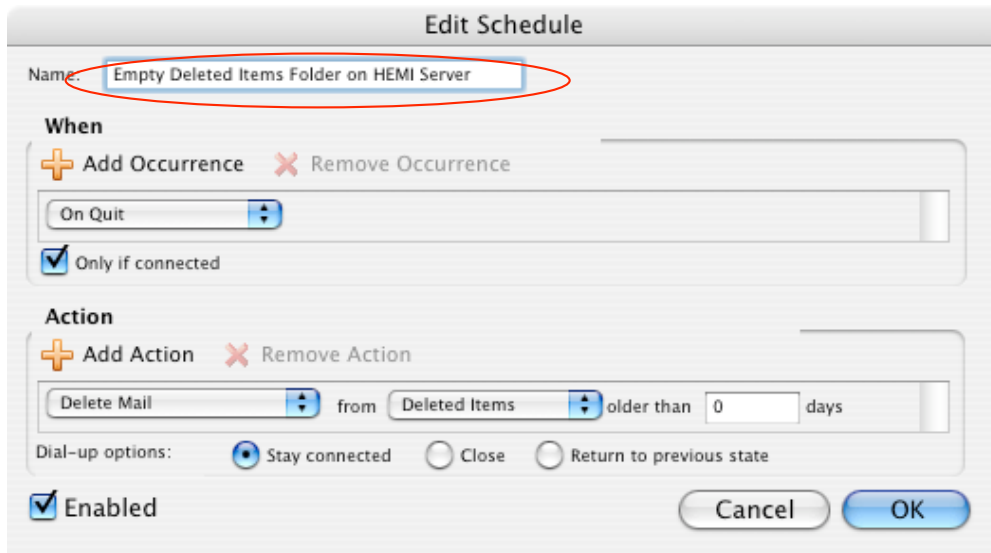


4. Select **Tools -> Run Schedule -> Edit Schedules**.

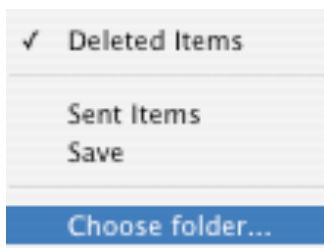
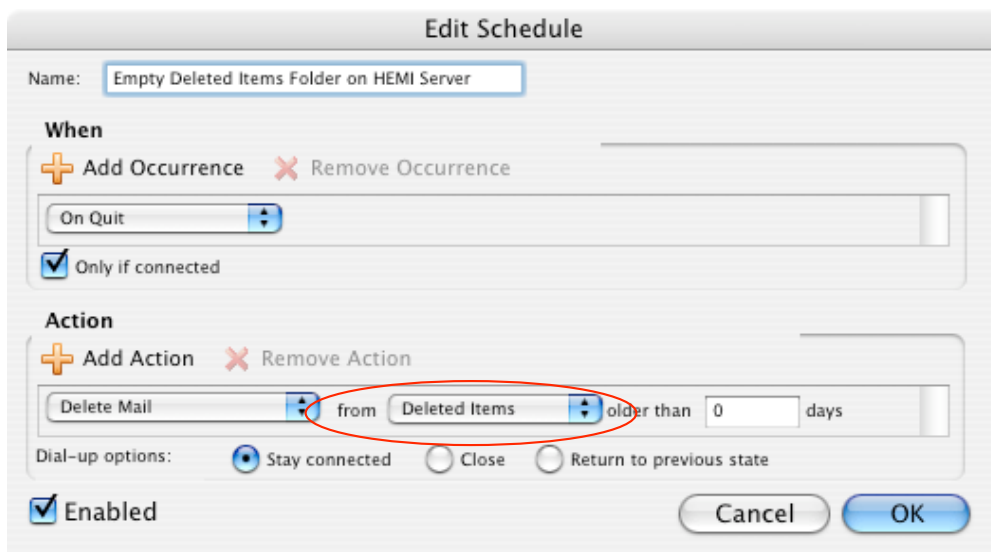
Entourage installs with three default schedules. You will delete one and modify the other two.



5. Delete the **Send All** schedule by clicking on it so it's highlighted. Then click on **Delete** in the toolbar. This schedule has no effect for Exchange accounts.
6. Disable the **Send & Receive All** schedule by unchecking its box. This schedule has no effect for Exchange accounts.
7. Click on the **Empty Deleted Items Folder** schedule so it's highlighted, then click on **Edit** in the toolbar.
8. Change the name to **Empty Deleted Items Folder on HEMI Server**. This schedule is initially set up to run manually, i.e., only when you select *Tools -> Run Schedule -> Empty Deleted Items Folder on HEMI Server*. If you want this schedule to run automatically, click on the **When** pop-up menu and select something other than Manually. **On Quit** is a popular choice. This selection causes the Deleted Items folder to empty when you quit Entourage.

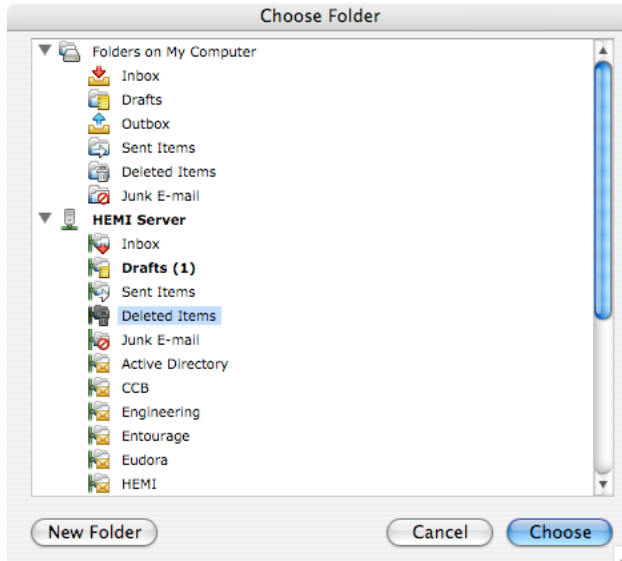


9. In the **Action** section, click the **from** pop-up menu and select **Choose Folder**.



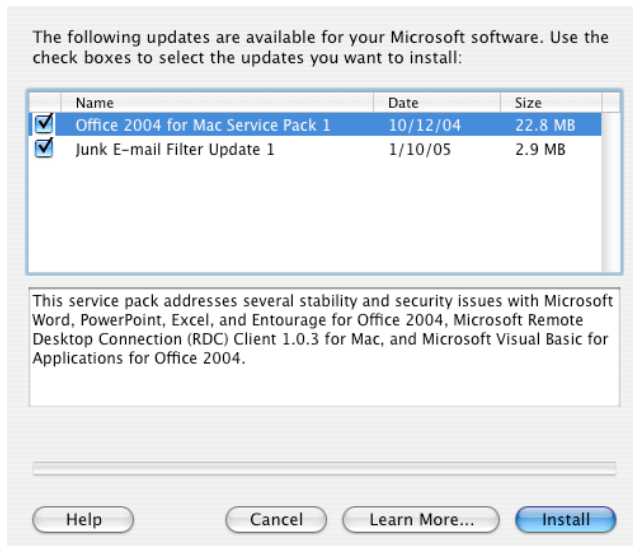
10. Select the **Deleted Items** folder under HEMI Server. If you notice, you have two Deleted Items folders—one under Folders on My Computer, the other under HEMI Server. The important one to manage is the Deleted Items on the HEMI Server, since messages in that folder decrease your available space to store messages.

11. Click **Choose**, then click **OK**.



Download Entourage updates

1. Make sure that you have a connection to the Internet before continuing these steps.
2. In Entourage, select **Help -> Check for Updates**.
3. Microsoft AutoUpdate will launch and check for updates available for download from Microsoft.
4. If there are any updates listed, download and install them by clicking **Install**.



5. Enter an OS X administrator username and password in the Authenticate window, and click **OK**. AutoUpdate will begin to download the update(s).



6. Since Entourage is currently open, you'll see a message window like this:



- Quit Entourage and any other Office 2004 application that is open, then click **Continue**.



- After the updates are complete, run AutoUpdate again, click **Check for Updates** and repeat the process until there are no more updates available.

